

d 64.604 A.(1).ii

CAs must have competent skills in typing, grammar, spelling, and interpretation of typewritten ASL, familiarity with hearing and speech disability cultures, languages, and etiquette.

All CAs are tested and evaluated to ensure Relay skills meet FCC

Guidelines. CA training provides familiarity with hearing, deaf, and Speech-Disabled cultures, with relay etiquette and with ASL translation. All AT&T Relay CAs are tested for grammar and spelling competency prior to being employed by AT&T Relay Services.

d 64.604 A.(1).iii

Typing Speed - 60 WPM with technological aids

Each AT&T Relay CA is required to take an annual typing test and qualify at minimum of 60 wpm without technological aids.

Oral-to-type tests

All AT&T Relay CAs are tested annually on dictation-type tests where they must type from spoken conversation. Test verbiage is consistently new material that CAs have not had previous exposure to.

d 64.604

A.(1).iv

VRS 'qualified' Interpreters

AT&T Relay Services does not currently provide Video Relay Services for the State of PA.

d 64.604 A.(1).v

In-call Replacement of CAs

CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of 10 minutes.

AT&T Relay meets the FCC requirement. Change of CAs during a call is discouraged. A CA must stay on a STS call for a minimum of 15 minutes or on a non-STS call for a minimum of ten minutes. If a change is necessary, both parties shall be informed. If a change of CAs is requested by the TTY or standard phone user without explanation, it shall be done without question. Both parties are informed of a change in CA by the words "relief CA XXX (M/F)".

STS CAs - 15 minutes.

All AT&T Relay CAs stay on a STS call for a minimum of 15 minutes as required.

d64.604.A.(1).vi

CA Gender Preferences

TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.

At the onset of a relay call, a CA's gender and ID number is given to the caller. In the event that a call is transferred, the new CA will also provide their ID and gender. Upon request of the Relay user, the CA will transfer the call to the requested gender.

Conversations transmitted in real time

d64.604.A.(1).vii TRS shall transmit conversations between TTY and voice callers in real time.

AT&T Relay Services transmits conversations in real time as required by the FCC.

Confidentiality & Conversation Context

d64.604.(2).I

CAs are prohibited from disclosing the content of any relayed conversation regardless of content

AT&T Relay has written confidentiality policies in place and copies are provided to users upon request. CAs are reviewed on the Code of Ethics and the Pledge of Confidentiality on a regular basis. AT&T Relay CAs are trained and evaluated to ensure all aspects of confidentiality are maintained and conversational context is properly provided.

AT&T Relay CAs are prohibited from disclosing any call content.

If a user is in an emergency or life-threatening situation or causes an emergency situation to exist by threatening the CA or the Relay Center, names and specific information may be disclosed by the CA to a supervisor to expeditiously address the situation. In the case of threats against the Relay center, CAs, Supervisors, or Other Personnel, such information may be disclosed to appropriate law enforcement agencies.

Certain exceptions are provided for Speech-to-Speech calls.

When processing PA Relay calls, STS CAs are permitted to retain info from a call in order to facilitate the completion of consecutive subsequent calls.

d 64.604 A.2.ii

CAs are prohibited from intentionally altering a relayed conversation and must relay all conversation verbatim unless specifically requested to do otherwise

PA Relay CAs are trained to type all conversation heard (including background sounds) and to read verbatim what is typed by the TTY user. If a caller requests ASL translation as a default, the CA will then translate the typed segment of the call to conversational English.

Types of Calls

d 64.604 A.3.i

CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing relay services.

AT&T Relay does not place any limits on sequential calls or the length of calls.

d 64.604 A.3.ii

TRS shall be capable of handling any type of call normally provided by common carriers.

AT&T Relay services is capable of handling any type of call normally provided by common carriers. PA Relay is fully compliant with this FCC standard.

d 64.604 A.3.iii

Relay service providers are permitted to decline a call because credit authorization is denied.

AT&T Relay attempts to attain alternate billing information from callers. AT&T Relay declines calls when necessary due to credit being denied.

d 64.604 A.3.iv

Relay services shall be capable of handling pay-per-call calls.

AT&T Relay Services processes pay-per calls in an equivalent fashion to how they would be processed for hearing individuals.

Types of Calls

d 64.604 A.3.v

TRS providers are required to provide the following types of TRS Calls: (1) text-to-voice and voice-to-text (2) VCO, two-line VCO, VCO-TTY, VCO-VCO, (3) HCO, two-line HCO, HCO-TTY, HCO-to HCO.

*AT&T Relay Services processes the following call types for PA Relay callers:
 Text to Voice, Voice to Text, Voice to Voice, Text to VCO,
 VCO to Text, VCO to HCO, VCO with Privacy, Hearing to Hearing,
 HCO to VCO, Text to HCO, HCO with Privacy, HCO to Text,
 Two Line VCO, Speech-to-Speech, Spanish-to-Spanish, VCO-to-VCO,
 HCO-to-HCO, Two line HCO, Pay-Per-Calls (900).*

d 64.604 A.3.vi

TRS Providers are required to provide call release, speed-dialing, and three way calling functionality.

AT&T Relay Services is fully compliant with Call release regulations. AT&T Relay Services "releases" TTY-TTY calls after they are connected. Per-minute reimbursement ceases after a call is released from the CA position.

TRS Providers are required to provide speed-dialing.

AT&T Relay Services encourages Relay Users to set up profiles containing their frequently called numbers. These numbers will be speed-dialed upon a customer's request

TRS Providers are required to provide three-way calling functionality.

AT&T Relay Services processes three-way calls for our customers. Customers utilize their "flash" button to join on two lines and the Relay CA then relays the three-way call.

d 64.604 A.3.vii

Voicemail & Interactive Menus

CAs must alert the TRS user to the presence of a recorded message & interactive menu thru a hot key on the CA's terminal.

AT&T Relay accepts upfront instructions from the caller which might include a note that they are dialing to a recorded message or interactive menu. Customers may provide upfront instructions on how to proceed with the call and which options to select. If no upfront instructions are given, the CA will dial to the recording, inform the caller a recording has been reached, and relay the complete recorded message.

TRS providers shall electronically capture recorded messages & retain them for the length of the call, & may not impose any charges for additional calls that must be made by the user in order to complete calls involving recorded or interactive messages.

AT&T Relay Oprs have electronic means to capture automated menus and type them verbatim to the caller. AT&T has methods in place to ensure that no additional charges are made for subsequent calls that need to be placed to complete calls terminating with a recorded message or interactive menu.

Answering Machine/ Voice Mail Message Retrieval

d 64.604 A.3.viii

TRS Providers shall provide, as TRS features, answering machine and voice mail retrieval.

Answering machine message retrieval or voice mailbox retrieval as a standard offering to our PA Relay customers.

Handling of Emergency Calls

d 64.604 A.4

At a minimum, TRS Providers must be able to pass emergency callers to the appropriate PSAP.

AT&T Relay Services processes emergency calls in compliance with FCC regulations. Emergency calls are connected to the appropriate PSAPs.

d 64.604 A.5

Relay Providers must offer STS callers an option of maintaining a list of numbers at the relay center.

AT&T Relay Services offers STS callers the opportunity to set up a profile of speed-dialed numbers. When requested, an Operator will retrieve a number for the list, state the name and telephone number, and dial the number as requested.

This information must be transferred to any new provider.

When required, AT&T Relay will provide STS user information to any new provider.

Technical Standards

d 64.604 A.5B
(1)

ASCII & Baudot

TRS shall be capable of communicating with ASCII & Baudot format at any speed generally in use.

As required, AT&T Relay's terminals, keyboards, and modems are compatible with TTY devices in service and are capable of receiving and accessing TTY calls at any Baud rate generally in use.

d 64.604 A.5B
(2).1

Speed of Answer

TRS shall include adequate staffing to ensure 85% of all calls answered within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold.

PA Relay contract requires that 85% of all calls be answered in 10 seconds or less. By forecasting call volumes and staffing appropriately, AT&T Relay Services exceeds this requirement on a regular basis. An answer performance metric of 93%-99% of all calls answered in less than 10 seconds from the period of 2003-July 2007.

Abandoned calls shall be included in the speed-of-answer calculation.

As required, AT&T Relay Services includes abandoned calls in their speed-of-answer calculation.

Speed of Answer is to be measured on a daily basis.

Speed of Answer is monitored on a constant basis and overall results are reported to the state as required.

The system shall be designed to a P.01 standard.

AT&T Relay Services platform is engineered for a P.01 grade of service, wherein blockage rate will be measured by sampling the number of calls being blocked for each 24 hour period. Reports of less than 1 in 100, the functional equivalent for the blockage rate for voice users, indicate Pennsylvania Relay's full compliance with the FCC requirement for a P.01 standard.

d 64.604 B.3

Equal Access to IXCs

TRS users shall have access to their chosen IXC carrier through the TRS and to all other operator services, to the same extent that such access is provided to voice users.

Pennsylvania relay customers can select from a wide variety of carriers currently connected to the Relay platform. The Carrier-of-Choice platform for PA relay customers hosts over 40 IXC's. Processes are in place to add carriers to the list when requested by Pennsylvania Relay Customers.

d 64.604 B.4

TRS Facilities

TRS shall operate everyday, 24 hours a day.

AT&T Relay provides 24 hour service every day of the year that is backed up with redundancy of equipment and an uninterruptible power source in the center. Customers do not receive a busy signal due to loop trunk congestion.

TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use.

Adequate network facilities shall be used in conjunction with TRS.

AT&T Relay services exceeds the FCC requirement for network facilities.

d 64.604 B.5

Technology

AT&T Relay services exceed the FCC

regulations for technology requirements. AT&T utilizes the newest switch technology to provide more functionally equivalent features for relay users. These include: - Functionally equivalent Caller ID - with the new switching technology required; a call block on the originating line can be detected and passed to the terminating call; Delivery of originating call information to a PSAP as described in Operator standards; Multiple customer profiles for multi-user households and for use away from the home NPA-NXX-XXXX.

No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecomm to people with disabilities.

Caller ID

d 64.604 B.6

Caller ID. When a TRS facility is able to transmit any calling party identifying information to the public network, the TRS facility must pass through, to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party.

AT&T Relay Service's current architecture allows for the transmission of true caller ID. AT&T Relay Service's platform enables full compliance with all FCC rules regarding Caller ID and call blocking services

Functional Standards

d 64.604 C.1

Consumer Complaint Logs

States must maintain a log of complaints including all complaints about TRS to include minimum include the date the complaint was filed, the nature of the complaint, the date of resolution and an explanation of the resolution.

AT&T Relay maintains logs of all complaints. Logs include all pertinent information including the date of the complaint, the nature of the complaint, and the explanation and date of resolution.

States & TRS providers shall submit to the FCC by July 1 of each year, summaries of logs indicating the number of complaints received for the 12-month period ending May 31.

Annual FCC reports are prepared and submitted by July 1st of each calendar year.

d 64.604 C.2

Contact Persons

States must submit to the FCC a contact person or office for TRS consumer information and complaints about intrastate TRS.

Required information has been submitted by the State of Pennsylvania and AT&T Relay Services and is currently posted on the FCC website.

d 64.604 C.3

Public Access to Info

Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions, in phone directories, DA services, & incorporation of TTY numbers in phone directories, shall assure that callers are aware of all forms of TRS.

Pennsylvania exceeds this requirement. Pennsylvania oversees an extensive outreach and advertising campaign for Relay services. . Relay Service phone number listings are in phone books as well as other advertisements that target the Relay user-base.

Conduct ongoing education and outreach programs to publicize availability of 711 access.

AT&T Relay employees as well as PA State employees regularly participate in outreach events and promote education of 711 dialing and other relay access and usage information.

d 64.604 C.4

Rates

TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of ter

Pennsylvania Relay users pay rates that are equivalent to the rates paid for functionally equivalent voice communication services. AT&T Relay Service's technology allows the system to detect the TRS user's local calling area and place calls that terminate within that area at no extra cost to the user. If the terminating number is outside the user's calling area he/she can use the Carrier of Choice to bill the call. Relay users are billed according to their selected calling plan.

d 64.604 C.5

Jurisdictional Separation of Costs

(i) General, where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set for in the Commission's regulations

AT&T Relay Services follows FCC requirements in the jurisdictional separation of costs.

(ii) Cost recovery, Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism

Interstate TRS costs are recovered from all subscribers for every interstate service utilizing the shared-funding cost recovery mechanism.

(iii) Telecommunications Relay Services Fund – To be administered by the National Exchange Carrier Association, Inc. (NECA)

Interstate Relay Calls are reimbursed by the NECA fund.

d 64.604 C.6

Complaints

(i) Referral of complaint,

The State of Pennsylvania along with AT&T Relay Services have a comprehensive Customer Contact process that is fully compliant with all FCC Requirements.

(ii) Intrastate complaint resolution,

(iii) Jurisdiction of Commission,

(iv) Interstate complaint resolution,

(v) Complaint Procedures

d 64.604 C.7

Treatment of TRS Customer Info

Future contacts between the TRS administrator and the TRS vendor shall provide for the transfer of TRS customer profile data from the outgoing TRS vendor to the incoming TRS vendor. Such data must be disclosed in usable form at least 60 days prior to the provider's last day of service, and shall not be sold, distributed, shared or revealed in any other way by the relay provider or its employees unless compelled to do so by lawful order.

AT&T Relay Services is aware and will comply with the stipulation that incumbent Relay Providers, upon loss of the contract, will transfer all customer information to the new vendor. AT&T Relay is fully aware of this requirement will provide information to a new relay provider when necessary. AT&T Relay does not use Relay Customer information for any purpose other than conducting relay business.

d 64.605

State Certification

Per FCC's Public Notice on TRS State Re-certification released 5/1/02, the FCC requests an application be submitted through State's Office of the Governor or other delegated executive office empowered to provide TRS.

AT&T Relay Services assists the states we provide Relay Services for with in preparation of re-certification documentation.

Appendix

No. 6.4

ATT Choice Profile



AT&T Relay Service – Relay Choice Profile

Please complete the entire form.

Step 1

1. Please check which applies to you:

☐ New RCP ☐ Update RCP ☐ Remove RCP

2. Standard Profile – Please provide your telephone number-area code first

3. Multi-User Profile – Pick this option if there is more than one relay user in your household. Please pick four-digit PIN number to have your multi-user profile set up

4. If you would be willing to provide your email address so that you could be emailed information on AT&T's Relay Services, please enter it below. These messages would not be frequent and your email address would not be used for any other purpose.

5. Please provide a **password** for identification (password may be 4 to 8 characters long and can be numbers, letters or a combination of both).

Step 2

6. Please select your preferred **long-distance telephone service carrier**. *(By not making a selection, you are choosing AT&T as your long-distance carrier for relay.)* If your long distance carrier isn't listed, they have chosen not to participate in the TRS Carrier of Choice program. By making this selection, you are not changing your current long-distance carrier for calls made from your home telephone, which do not use relay service. *(See page 4 for a list of carriers)*

7. Please select your **regional telephone service carrier**. Remember that regional service is the telephone service outside your local calling area, but not long distance. *(By not making a selection you are choosing AT&T as your regional telephone service carrier for relay services)*. Some telephone carriers may not be available in all areas. By making this selection, you are not changing your current regional carrier for calls made from your home telephone, which do not use relay service.



Relay Choice Profile, continued

8. Every time I call relay, or receive a relay call, I prefer to use: (choose one)

PC/ASCII No	<input type="checkbox"/> Yes <input type="checkbox"/>	TTY/VCO No	<input type="checkbox"/> Yes <input type="checkbox"/>
PC/ASCII/2LVCO No	<input type="checkbox"/> Yes <input type="checkbox"/>	TTY/2LVCO No	<input type="checkbox"/> Yes <input type="checkbox"/>
STS No	<input type="checkbox"/> Yes <input type="checkbox"/>	TTY/HCO No	<input type="checkbox"/> Yes <input type="checkbox"/>
TTY (Baudot/Turbocode) No	<input type="checkbox"/> Yes <input type="checkbox"/>	VOICE No	<input type="checkbox"/> Yes <input type="checkbox"/>

9. Every time I use relay, I would like my calls to have the following features:

Language Type: (select one)

- Verbatim: CA to verbalized typed msg word for word: ☐ Yes ☐ No
- Typed ASL to English and English to typed ASL ☐ Yes ☐ No
- Spanish to Spanish ☐ Yes ☐ No

- CA to identify background noise ☐ Yes ☐ No
- Spelling Check ☐ Yes ☐ No
- Explain Relay on each call ☐ Yes ☐ No
- CA to type slowly ☐ Yes ☐ No

10. Dial Out Restrictions: Please select the following types of calls that **you do not want made** from your telephone number:

- ☐ 900 ☐ 976 ☐ Other: ☐ International

11. Caller ID: Please select how you would like your telephone number to appear on Caller ID units when you place calls: ☐ Block My Number ☐ Send My Number ☐ Send Relay Number

12. If you would like to add special instructions such as: prefer male or female CA, personal announcement phrase to announce your relay call, or to retrieve your voice mail, please type them in the box below. You will be contacted by an AT&T Relay Staff member to discuss your special instructions.

Please keep in mind that special instructions provided is not guaranteed for each relay call contingent on the relay-calling situation. The AT&T Relay staff will do their best to accommodate your special instructions.



Relay Choice Profile, continued

Step 3

13. **Speed Dialing:** Please list the names and telephone numbers that you call frequently that become your **personal memory dial list**. You can tell the CA, "call dad", and they will dial the number. (You may store up to 20 names)

Name (40 letters or less)	Phone Number Please include area code)
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
11.	
12.	
13.	
14.	
15.	
16.	
17.	
18.	
19.	
20.	

THANKS! Your Relay Choice Profile should be activated within 48 hours!

You can MAIL this form to: **AT&T Relay Services – Customer Service**
100 S. Jefferson Street, Suite 115
New Castle, PA 16101

You can FAX this form to: **1-888-288-2184**

You can CALL AT&T Relay Services with questions about this form at:

1-800-682-8786 (TTY)
1-800-682-8706 (VOICE)

You can enter via the WEB at **www.att.com/relay**



Relay Choice Profile - Additional information:

Password

All the information you enter into the Relay Choice Profile will be kept confidential unless required by law. No one but you can access it. This password must be between four and eight characters long. It can be numbers, letters or a combination of both. With this password, only you can change or update your profile.

Personal Memory Dial List / Speed Dialing

With this convenient memory dial list, you can store up to 20 frequently dialed telephone numbers in the Relay Choice database. When you place the call to anyone on that list, you only tell the Communications Assistant whom to call. With memory dial, you can store frequently dialed numbers and even request that the CA dial them by name.

Voice Carry Over (VCO)

This profile is great for TTY and VCO phone users who want to speak for themselves. To make a call, VCO users should first type the number they want to call (VCO will already be turned on). When the CA comes online, the VCO user can speak. The CA then types the standard telephone user's response back. Best of all, when VCO users receive the call, they'll be able to answer the phone by speaking naturally because this feature will be automatically connected.

Hearing Carry Over (HCO)

This allows TTY users who can hear to listen to the other person on the phone directly. The CA then voices the TTY user's typed response back to the voice caller.

Communications Preference

A time-saving benefit that enables you to be automatically connected in the mode in which you called. In other words, if you always use your TTY (baudot) you will be connected as TTY (baudot). Other connection preferences include: PC (ACSII), PC (ASCII)/2LVCO, STS, TTY/VCO, TTY/2LVCO, TTY/HCO, Voice, Phone.

Carrier Preference

This feature lets you specify which long-distance and regional telephone carriers you are using for relay services, such as AT&T. By entering the carrier of choice in your profile, you can save time up front and avoid billing confusion later. **Please note, not all carriers are available for every AT&T Relay state.** Current carriers include:

AT&T	ALLNET/FRONTIER
COX (Bus)	COX (Res)
CLEAR CHOICE FIVE TALK 10-10	LDDS
MCI	METROMEDIA
QWEST	SPRINT
TELCOMM USA 10-10	VARTEC
VERIZON	WILTEL
	WORLDXCHANGE 10-10

*Spelling Correction

A great new feature for TTY and ASCII users. It automatically spell checked and corrects certain words misspelled by the CA. On your screen, you would see only the corrected word, which results in clearer conversation.

*Background Noise

This feature instructs the CA to communicate any appropriate sounds – laughter, for example – that can be deleted over the telephone in addition to the spoken words from the voice user. It provides you with additional information. Some people prefer not to be informed about background noise. As a profile feature, you will be able to turn background noise off.

CA to type slowly

Also known as **Text Pacing**. This feature is specific for vision impaired (e.g. Deaf/Blind) and elderlys who want the CA to type slowly for ease of reading the text message.

Language Type

This tells the CA which type of language you prefer when using AT&T Relay. (Choose only one.)

**Does not apply to STS users*

Appendix

No. 6.5

ATT Tariff

AT&T COMMUNICATIONS OF PENNSYLVANIA, LLC

TELECOMMUNICATIONS RELAY SERVICES

ISSUED: JULY 17, 2007

EFFECTIVE: JULY 18, 2007

By J. Michael Schweder, President
214 Senate Avenue, Suite 401
Camp Hill, PA 17011

NOTICE

RECEIVED

JUL 18 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

OFFICIALLY FILED TARIFF

Page 2

Pa. P.U.C. Number 24
Canceling Pa. P.U.C. Number 9

This tariff for AT&T Communications of PA, LLC and the cancellation of tariff Pa. P.U.C.-No. 9 for AT&T Communications of PA, Inc. is filed in compliance with the Commission's Order in Docket Nos. A-311163, A-311163F0002, A-311163F0003, and A-310125F2000.

OFFICIALLY FILED TARIFF

This filing updates tariff references on the following pages:

1.1 AT&T Pennsylvania Telecommunications Relay Services, 2nd Revised Sheet 2 and Sheet 5.

The following page is being moved from Pa. P.U.C. Number 22 that was recently withdrawn, and references are being updated:

1.1 AT&T Pennsylvania Telecommunications Relay Services, Original Sheet 11

AT&T COMMUNICATIONS
OF PENNSYLVANIA, LLC

R-000509 + 9

Section 1

1st Revised Sheet 1

Canceling Original Sheet 1

TELECOMMUNICATIONS RELAY SERVICES

1.1. AT&T PENNSYLVANIA TELECOMMUNICATIONS RELAY SERVICES

1.1.1. General

AT&T Pennsylvania Telecommunications Relay Services provide the means whereby an individual with a hearing and/or speech disability utilizing a Text Telephone (TTY) may communicate over the existing telecommunications network with others through the assistance of a communications assistant. The AT&T Pennsylvania Relay Center (Relay Center) will accept calls which originate and/or terminate in the Commonwealth of Pennsylvania, or calls between two other jurisdictions which are billed to a telephone number or to a LEC or AT&T Calling Card in the Commonwealth of Pennsylvania, and which can be dialed directly by a communications assistant at the request of the originating caller.

(C)

1.1.2. Description and Method of Operation

The Relay Center will allow individuals with hearing and/or speech disabilities to communicate over the telecommunications network by performing the following functions:

A. Accept a call from an individual with a hearing and/or speech disability equipped with a TTY and place a call as specified by the originator to an individual with hearing/speech capability. The communications assistant will then verbally relay conversations transmitted over the TTY from the call originator to the individual with hearing/speech capability, and relay conversations via TTY from the individual with hearing/speech capability to the individual with a speech and/or hearing disability.

B. Accept calls from an individual with hearing/speech capability and place a call as specified by the originator to an individual with a speech and/or hearing disability equipped with a TTY. The communications assistant will then relay conversations to the individual with a speech and/or hearing disability via TTY from the originating caller, and relay conversations verbally from the individual with a speech and/or hearing disability to the hearing/speech capable party.

C. The Telecommunications Relay Center will have a Voice Carry Over (VCO) capability to allow the individual with a hearing disability to speak directly to another individual who can hear. The Telecommunications Relay Center will also have a Hearing Carry Over (HCO) capacity so the individual with a speech disability possessing hearing abilities can listen directly to the speaking individual. The communications assistant will type only the spoken response to an individual with a hearing disability, or speak the written response of the individual with the speech disability.

OFFICIALLY FILED TARIFF

TELECOMMUNICATIONS RELAY SERVICES

1.2. AT&T PENNSYLVANIA TELECOMMUNICATIONS RELAY SERVICES

1.1.2. Description and Method of Operation (Cont'd)

D. The Telecommunications Relay Center will have a Speech to Speech (STS) capability to allow a person with a speech disability to communicate on the telephone. A STS user can use his/her own voice, voice synthesizer, voice enhancer, or other assistive communication device to communicate to the called party over the telephone, speakerphone or cellular phone. STS customers can call a dedicated toll free number, (800) 229-5746 (English) or (866) 260-9470 (Spanish), and reach a specially trained communications assistant who will provide assistance in completing a STS call. The two customers (one with a speech disability and the other with normal voice) communicate directly with each other through the assistance of the communications assistant.

OFFICIALLY FILED TARIFF

AT&T COMMUNICATIONS
OF PENNSYLVANIA, LLC

TELECOMMUNICATIONS RELAY SERVICES

1.1. AT&T PENNSYLVANIA TELECOMMUNICATIONS RELAY SERVICES (Cont'd)

1.1.3. Text Telephone (TTY)

The Relay Center will accept or originate calls utilizing a TTY in either ASCII or Baudot code at the discretion of the individual with a hearing and/or speech disability. It is the responsibility of the individual with a hearing and/or speech disability to procure and maintain a TTY that is compatible with either of these formats.

1.1.4. Regulations

Applicable regulations for calls which originate and terminate in the Commonwealth of Pennsylvania are as outlined in PA. P.U.C. No. 27, Section 3, General Regulations. Applicable regulations for all other calls may be found in AT&T Consumer Services Guides located at www.att.com/serviceguide/home. In addition:

(C)
(C)

A. The Relay Center is available to provide relay service 24 hours per day, 7 days per week.

B. AT&T shall not be liable for errors in transmitting, translating, receiving or delivering conversations by telephone, TTY, or any other instrumentality over the facilities of the Company, connecting utilities or through the Pennsylvania Relay Center.

C. The Relay Center may be accessed by individuals with hearing/speech capability using a single toll free "800" number. Individuals with hearing and/or speech disabilities can access the Relay Center using a separate single toll free "800" number. The Relay Center can also be accessed by dialing 711.

D. The Relay Center will provide sufficient capacity such that not more than an average of 2 calls within 100 call attempts will be blocked.

E. The Relay Center will provide sufficient capacity to ensure that at least an average of 85% of all incoming calls are answered by the Relay Center within 10 seconds, and no more than 30 seconds shall elapse between receipt of dialing information and the dialing of the requested number.

F. The Relay Center will complete non-coin sent paid calls including, but not limited to, third party calls, calling card calls, and collect calls. Telecommunications Relay Service (TRS) calls originating from public or semi-public phones can be completed if the customer chooses an AT&T CIID/891 Card, LEC-issued Card or Commercial Credit/Charge Card as an alternative method of payment.

(C)

OFFICIALLY FILED TARIFF

AT&T COMMUNICATIONS
OF PENNSYLVANIA, LLC

Pa. P.U.C.-No. 24
Canceling Pa. P.U.C.-No. 9
Section 1
Original Sheet 3

TELECOMMUNICATIONS RELAY SERVICES

1.1. AT&T PENNSYLVANIA TELECOMMUNICATIONS RELAY SERVICES (Cont'd)

1.1.4. Regulations (Cont'd)

G. There is no time limit on the duration of connections made through the Relay Center. TRS shall transmit conversations between TT and voice callers in real time.

H. The Relay Center will not handle:

- calls to 556, 976, 700 or 911 numbers
- sent paid calls from coin telephones

I. Any service outage exceeding four hours in length within a twenty-four hour period will subject AT&T to a penalty equivalent to an average of one day's (24 Hours) billing in the prior calendar month for the service, provided that AT&T shall not be responsible for any delay or failure in performance hereunder caused by fires, strikes, embargoes, requirements imposed by Government regulations, civil or military authorities, acts of God or by the public enemy or other similar causes beyond such party's control.

J. AT&T Pennsylvania Telecommunications Relay Services are subject to the availability of facilities and billing.

K. The service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will be discontinued, without liability to AT&T if any law enforcement agency, acting within its apparent jurisdiction, advises in writing that such service is being used in violation of the law. AT&T will refuse to furnish service when it has reasonable grounds to believe that such service will be used in violation of the law.

L. A discount will be provided for all intrastate calls placed through the Relay Center. This discount applies to customers with hearing and/or speech disabilities and those without.

TELECOMMUNICATIONS RELAY SERVICES

1.1. AT&T PENNSYLVANIA TELECOMMUNICATIONS RELAY SERVICES (Cont'd)

1.1.5. Relay Center Communications Assistant

A. Except for billing purposes, communications assistants will not reveal information of any call, including the fact that the call occurred.

B. Communications assistants shall convey the full and exact content of all communications they are relaying.

C. Communications assistants must relay all conversations verbatim unless the relay user specifically requests summarization.

D. Communications assistants shall not counsel, advise or interject personal opinions or additional information into any communications which they are relaying.

E. Communications assistants are available to accept and relay calls in English and the written syntax (speech idioms) of American Sign Language (ASL).

F. At the request of the originating caller, communications assistants will attempt to complete calls 3 consecutive times when encountering busy signals.

G. Communications assistants will not refuse single or sequential calls.

H. Communications assistants will not disconnect a call against the wishes of the originating party except in those instances in which the caller is abusive to or intentionally uncooperative with the Relay Center communications assistants.

I. Upon receiving an emergency call from a TTY user, the communications assistant will automatically and immediately transfer the caller to the nearest Public Safety Answering Point (PSAP). In addition, the Communications Assistant must pass along the caller's telephone number to the PSAP when a caller disconnects before being connected to emergency services.

J. Any paper printouts or electronic records of the content of Relay Center assisted conversations will be destroyed by the Relay Center at the completion of the call.

OFFICIALLY FILED TARIFF

AT&T COMMUNICATIONS
OF PENNSYLVANIA, LLCSection 1
2nd Revised Sheet 5
Canceling 1st Revised Sheet 5

TELECOMMUNICATIONS RELAY SERVICES

1.1. AT&T PENNSYLVANIA TELECOMMUNICATIONS RELAY SERVICES (Cont'd)

1.1.6. Methodology for Designing Prices

End-user prices are reflected as if the caller directly dialed the called number, without passing through the Relay Center. End-user prices for calls which originate and terminate in the Commonwealth of Pennsylvania will apply as shown in Section 1.1.10 of this tariff. (C)

Price schedules and discounts for all other calls are found in AT&T Consumer Services Guides located at www.att.com/serviceguide/home. Interstate Relay Service calling will be available to customers within 30 days of the Commission's Order dated November 6, 1991.

Recurring fixed and variable expenses incurred by AT&T shall be recovered on a monthly basis from the Commission approved Fund Administrator. AT&T shall be reimbursed for recurring expenses based on the actual monthly call volume experienced multiplied by the price per minute figure at the appropriate call volume (i.e., total minutes per month) as provided in Table A. A minimum floor of 200,000 minutes/month will be allowed for the first six months of operation should the monthly call volume not reach 200,000 minutes.

The methodology used to establish the price for Relay Service includes start-up costs, recurring fixed and variable expenses, overhead costs, and profit margin consistent with the P.U.C.'s orders approving the RFP for AT&T Pennsylvania Telecommunications Services.

OFFICIALLY FILED TARIFF

TELECOMMUNICATIONS RELAY SERVICES

1.1. AT&T PENNSYLVANIA TELECOMMUNICATIONS RELAY SERVICES (Cont'd)

1.1.6. Methodology for Designing Prices (Cont'd)

A. Start-up Costs

Start-up costs include the design and planning of facilities; prepurchase down payments; procurement of facilities; hiring and training of communications assistants; building and rent renovation; installation and testing of equipment and facilities. Start-up costs incurred by AT&T are equally expensed over the first eleven months of the Relay System's operation.

B. Recurring Fixed Expenses

Recurring, varying, non-usage based charges attributable solely to the Relay System include: building rent, maintenance and utilities; carrying and maintenance charges for building, furniture, office equipment and telecommunications equipment; and administration.

C. Recurring Variable Expenses

Usage-band charges of calls, attributable solely to the Relay System include: wages, salaries and benefits for operations; telecommunications expenses for incoming and outgoing calls; miscellaneous office expenses (supplies, postage, delivery, etc.); miscellaneous staff management expenses (travel, education, etc.); relay center management staff and other overhead expenses.

A surcharge will be applied as ordered by the P.U.C. to fund the provisioning of the Pennsylvania Relay System. This surcharge may be adjusted annually or as appropriate based on funds collected and the costs of operating the Pennsylvania Relay System. The surcharge and virtual call revenues will be collected as ordered by the P.U.C. These funds will be remitted monthly to a Pennsylvania Relay Fund Administrator for disbursement to AT&T. Recurring expenses incurred by AT&T shall be recovered on a monthly basis. The responsibilities of the Fund Administrator are outlined in Section 1.1.8. of this tariff.

OFFICIALLY FILED TARIFF